

**FAKTOR “FAKTOR PENYEBAB KETERLAMBATAN PENGIRIMAN
DRM DARI FILING KE POLIKLINIK DI RS BHAKTI WIRA TAMTAMA
KOTA SEMARANG TAHUN 2017**

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ABSTRAK

Pelaksanaan prosedur pengiriman DRM sangat mempengaruhi mutu pelayanan kesehatan. Berdasarkan survei awal, dari 10 pelayanan DRM terdapat 8 pelayanan DRM yang terlambat karena melebihi batas waktu pelayanan DRM. Setelah dilakukan wawancara dengan 10 perawat poliklinik, perawat menyatakan sering terjadi keterlambatan pengiriman dokumen pasien. Penelitian ini bertujuan untuk mendeskripsikan faktor penyebab keterlambatan pengiriman DRM dari filing ke poliklinik. Penelitian deskriptif dilakukan dengan metode observasi dan wawancara. Subjek penelitian adalah 4 petugas filing rawat jalan dan objeknya pelaksanaan prosedur pengiriman DRM. Analisis data secara deskriptif. Hasil penelitian menunjukkan bahwa karakteristik petugas berpengaruh terhadap keterampilan kerja. Tracer sebagai sarana permintaan dokumen dari rawat jalan ke filing tidak terdapat dalam SOP, sehingga terjadi kendala dalam komunikasi antara TPPRJ dengan filing. SOP pengiriman DRM belum sepenuhnya dilakukan. Sistem penjajaran yang dipakai Terminal Digit Filing dan sistem penyimpanan yang digunakan Sentralisasi. 75% pelaksanaan prosedur pencarian dokumen sesuai nomor rekam medis, 25% menuliskan pada buku register, 25% mengantarkan dokumen ke poliklinik. Kendala pelayanan DRM adalah petugas memiliki tugas rangkap. Saran. Dilakukan sosialisasi pada petugas filing tentang penggunaan tracer sesuai SOP.

Kata Kunci : keterlambatan, filing, poliklinik.

**FACTORS CAUSING DELAYS IN DELIVERY OF MEDICAL RECORDS
FROM FILING TO POLYCLINIC IN BHAKTI WIRA TAMTAMA
HOSPITAL SEMARANG YEAR 2017**

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ABSTRACT

Implementation of medical record delivery procedures greatly affects health service qualities. Based on preliminary survey, from 10 medical record services, there were 8 medical record services that were late because they exceed medical record service deadline. After interviews with 10 polyclinic nurses, the nurse stated that there was often a delay on delivering patient document. This study aimed to describe factors - causing delay on delivering medical records from filing to polyclinic. Descriptive study was done by observation and interview method. Subjects study were 4 outpatient filing officers and the object was implementation of delivery medical record procedures. Data analysis by descriptive. The results showed that officers characteristics affected working skills. Tracer as a tools of requesting documents from outpatient to filing was not contained in SOP, caused communication constraints between TPRJ and filing. Medical record delivery SOPs had not been fully done. Alignment system used Terminal Digit Filing and storage system used Centralized. 75% implementation of document search procedures in accordance with medical record number, 25% write on register book, 25% delivered document to polyclinic. Medical record service constraints were officers having double duties. Recommendation, socialization to filing officers about tracer use according to SOPs.

Keyword : delay, filing, polyclinic